

PARTNERING SUCCESS STORY:
Arizona Department of Transportation (ADOT) /City of Mesa Partnership

Situation:

The communication between ADOT and City of Mesa needed to be fine tuned for the success of ADOT/City of Mesa working relations in the construction of highways.

Challenge:

The challenge was to effectively introduce Partnering principles as a new way of working together for the two agencies to experience the value of solving issues at the lowest level whenever possible and to introduce to them the tools necessary to be successful in this effort.

Partnering Practices:

- The ADOT / City of Mesa Sponsors decided as a team that Partnering would be the way they would conduct business together.
- The ADOT / City of Mesa Sponsors provide for and support decision-making at practical levels
- The ADOT / City of Mesa Sponsors maintain rapid management approval cycles and are available for issue resolution if needed
- The ADOT / City of Mesa Sponsors ensure that adequate resources to support the Partnering process are made available
- The ADOT / City of Mesa Sponsors commit time, as needed to promote and maintain a Partnering Culture
- The ADOT / City of Mesa Sponsors agreed to use the Partnering Evaluation Program (PEP) to measure the success of their partnering efforts

Outcomes:

- The series of meetings and workshops allowed the partnership to continuously refine their roles as part of a partnership between ADOT and the City of Mesa
- The partnership was able to adapt to the agreed upon Issue Resolution and Escalation levels and began to use them accordingly
- The quality of the relationship between ADOT and City of Mesa has increased
- The PEP evaluations scores from the City of Mesa have steadily increased over a one-year period of Partnering between ADOT and City of Mesa